

Focus Occupation: **Customer Service Representatives (43-4051)**

Focus occupation: Customer Service Representatives

Employment and Growth	4,135/ 15.1%
Ave. Monthly Wage	\$3,088
Education/Experience	High school diploma or equivalent

Advance FROM Focus Occupation

Occupation	Rung	Employment/ Growth	Education/Experience	Similarity
Securities, Commodities, and Financial Services Sales Agents (41-3031)	5	342/ 17.5%	BA	85
First-Line Supervisors of Non-Retail Sales Workers (41-1012)	4	225/ 8.2%	HS/5 plus yrs	74
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	3	2,697/ 13.2%	HS/1-5 yrs	77
Brokerage Clerks (43-4011)	2	35/ 16.7%	HS	89
Eligibility Interviewers, Government Programs (43-4061)	1	1,061/ 7.0%	AA	70
First-Line Supervisors of Personal Service Workers (39-1021)	1	327/ 13.1%	HS/1-5 yrs	73
First-Line Supervisors of Retail Sales Workers (41-1011)	1	2,314/ 11.3%	HS/1-5 yrs	74

Transfer TO and FROM Focus Occupation

Occupation	Rung	Employment/ Growth	Education/Experience	Similarity
Bill and Account Collectors (43-3011)	0	574/ 16.0%	HS	87
Credit Authorizers, Checkers, and Clerks (43-4041)	0	42/ 10.5%	HS	83
Dispatchers, Except Police, Fire, and Ambulance (43-5032)	0	508/ 8.1%	HS	74
Insurance Claims and Policy Processing Clerks (43-9041)	0	221/ 18.2%	HS	79
Loan Interviewers and Clerks (43-4131)	0	437/ 12.1%	HS	83
Travel Agents (41-3041)	0	160/ 8.1%	HS	70

Advance TO Focus Occupation

Occupation	Rung	Employment/ Growth	Education/Experience	Similarity
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Interviewers, Except Eligibility and Loan (43-4111)	-1	578/ 3.6%	HS	83
Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)	-1	1,382/ 13.5%	HS	77
Telephone Operators (43-2021)	-1	120/ 7.1%	HS	79
Computer Operators (43-9011)	-2	195/ 1.6%	HS	73
Retail Salespersons (41-2031)	-3	11,990/ 11.5%	Any	79
Telemarketers (41-9041)	-3	66/ 10.0%	Any	75
Tellers (43-3071)	-3	1,411/ 15.2%	HS	79
Hotel, Motel, and Resort Desk Clerks (43-4081)	-4	1,188/ 13.1%	HS	86

Important note: A worker does not necessarily have to traverse every rung to advance to or from the focus occupation. Occupations above and below the focus occupation are directly related to the focus occupation, but they are not necessarily directly related to each other. For example, actors and athletes are both related to agents of artists, performers, and athletes, but actors and athletes are not directly related to each other.

Analysis and development of the career lattice is by the Alaska Department of Labor and Workforce Development, Research and Analysis Section.

Data sources used for research and analysis: O*NET (Occupation Information Network), Alaska Occupational Data Base (ODB), Standard Occupational Classification Manual, North American Industry Classification System manual, Bureau of Labor Statistics Occupational Employer Survey (OES) wage estimates.